
FMCA

Furniture Manufacturers Credit Association

FMCA Collections

FMCA has been serving its Members' Credit Reporting and Collections needs for 60 years. We are a licensed and bonded collection agency and a member of the *International Association of Commercial Collectors (IACC)*.

FMCA provides the most professional, cost-effective collection services in the industry. Our seasoned collections staff exists for FMCA Members and specializes in the timely and effective collection of claims. Our credit professionals know their trade well and have had previous experience with many dealers in the home furnishings industry from prior collection efforts.

FMCA has the team and tools in place to *aggressively* and *effectively* work to retrieve your funds.

All of our current shareholding members have an

industry low 15% contingent rate for all in-house domestic collections!

(Gold Level Members 20% Silver Level Members 22%)

Ten Day Final Demand:

FMCA's *Ten Day Final Demand* has been proven to be a very effective tool. The demand is a strongly worded Final Demand (**See Example**) for the debtor to pay in full prior to collection activity commencing. Failure to pay will result in collection activity as well as reporting the debt to the FMCA Membership and the major credit bureaus.

There are **no fees** for any payments received during the 10 day final demand period.

At the end of the 10 day period, you have **no obligation** to have FMCA begin full collection activity against the debtor.

Many of our Members are getting great results with the Ten Day Final Demand!

Collections:

- On the 11th day, you will be contacted to see if you would like for FMCA to begin full collection activities or if you would like to withdraw the demand for any reason.
- No Demand becomes an actual placement for collection without your approval.
- You may also choose to submit a claim for immediate collection efforts to commence.
- Members have 24/7 access to claims status and updates, listing of dealers that they report on that have been placed for collection, and a listing of claims placed with FMCA over the past 45 days.
- We have added the following tools to strengthen our collection efforts for our members:
 - Reporting our placements to the credit bureaus of D&B and Experian at month end.
 - Offering \$75 private investigator onsite visits from a national network of private investigators to a debtor location. The investigator takes pictures, hand delivers a demand notice, and sends a report to FMCA that is provided to the Member. This is a powerful and economical tool to use when making a decision on whether to forward a claim to an attorney when all other efforts have not been fruitful. Often, this tool gets the debtor's attention and brings about a successful recovery without an attorney's involvement.
 - We accept credit and debit card payments from debtors, as well as ACH and check by phone.

When a debtor is facing collection agency placements from several unsecured creditors, these tools help to place our Members' placements to the front of the line!

TEN DAY FINAL DEMAND

FROM A MEMBER OF THE
FURNITURE MANUFACTURERS CREDIT ASSOCIATION, INC.
POST OFFICE BOX 5929
HIGH POINT, NC 27262

Account Number: DFUSA-0021

DATE: 8/19/2021

ATTENTION: Mr. John Doe
Doe Furniture USA
7784 E Main St
Thomasville, NC 27360

The amount of your overdue account is \$9,784.41. We have provided numerous reminders without results.

Failure to remit payment in full by 8/29/2021 will result in placing your account for collections with the Furniture Manufacturers Credit Association Inc.

Along with being reported to the Furniture Manufacturers Credit Association, this collection activity will be reported to the various major credit bureaus.

This matter must have your immediate attention!

Creditor Name: Example Furniture Supplier Inc.
c/o: Mr. Don Fife @ (336) 822-6660
donf@efsinc.com
1840 Furniture Factory Drive
High Point, NC 27265

Remittance and communications until 8/29/2021 should be made directly to Example Furniture Supplier Inc. at the address listed above.

We regret the need for this action, but your lack of response has given us no choice.

Please be advised that this may have a negative impact on your credit profile in the future.

MEMBERS

A-AMERICA, INC
A.R.T. FURNITURE
AMERICAN FURN MFG
AMERICAN LEATHER
AMERICAN WHOLESALE
AMISCO INDS., LTD.
ASHLEY FURNITURE INDS.
BAKER INTERIORS GROUP
BASSETT FURN. INDS.
BASSETT MIRROR CO.
BERNHARDT FURNITURE
BEST CHAIRS INC.
BEHOLD WASHINGTON
BRADINGTON-YOUNG
BROOKS FURN. MFG, INC

C.R. LAINE FURNITURE
CANADEL FURNITURE
CARACOLE FURNITURE
CHADDOCK HOME
CIT GROUP/COMM SVCS
CLASSIC LEATHER, INC
DURHAM FURNITURE
DUTAILIER, INC
E. J. VICTOR
EMERALD HOME FURN.
ENGLAND, INC
FAIRFIELD CHAIR CO.
FURNITURE VALUES INTL
GREENTOUCH HOME
H. M. RICHARDS INC

HOME MERIDIAN INTL.
HOMESTRETCH
HOOKER FURNITURE
HOWARD MILLER/ HEKMAN
INTERNATIONAL FURNITURE
DIRECT, LLC
J.C. DESIGNS
JOFRAN, INC
KRAVET, INC
LA-Z-BOY INC.
LA-Z-BOY CASEGOODS, INC.
LANE VENTURE
LEATHER ITALIA USA
LEE INDUSTRIES
LEGACY CLASSIC FURN
LEGENDS FURNITURE, INC

LEXINGTON HOME BRANDS
LIBERTY FURNITURE
LIFESTYLE ENTERPRISE
MAGNUSSEN HOME FURN
MILLION DOLLAR RUSTIC EAST
PALECEK IMPORTS
PALLISER FURNITURE
UPHOLSTERY LTD.
PROGRESSIVE FURNITURE
RIVERSIDE FURN. CORP
ROSENTHAL & ROSENTHAL
ROWE FINE FURNITURE
SANDBERG FURN MFG
SAUDER WOODWORKING
SERTA SIMMONS BEDDING

SHERRILL FURNITURE
SOUTHERN MOTION, INC
STANLEY FURNITURE CO
TALALAY GLOBAL
TEMPUR PROD MOUNTAIN TOP
TEMPUR-SEALY INT.
THE BRADBURN CO.
THEODORE ALEXANDER
TWIN-STAR INTL.
UNIVERSAL FURNITURE INTL.
VANGUARD FURNITURE
VAUGHAN-BASSETT FURNITURE
WASHINGTON BROTHERS FURN
WELLS FARGO CAPITAL FIN
WHITE OAK COMMERCIAL FIN
WHITEWOOD INDS

FMCA

Furniture Manufacturers Credit Association

Collection Fees

Domestic

(In-House/ Non-Legal)

Platinum Level (Shareholding)	15% contingent rate
Gold Level	20% contingent rate
Silver Level	22% contingent rate
Grandfathered in Accessory Members (A-XX Member Numbers)	15% contingent rate

International

For all Member Levels:

30% on all collections

Attorney Services

If collection of the account fails to progress satisfactorily, or when otherwise warranted, the account is referred to a collection attorney (only at the Member's approval).

FMCA has no control over attorney fees; however, the following rates are suggested when claims are sent to an attorney.

20% on the first \$300.00 collected
18% on the excess of \$300 to \$2000
13% on the excess of \$2000 to 10,000
10% in excess of \$10,000.00
Minimum commission – \$25.00

If it becomes necessary to file suit, attorneys are entitled to as much as 10% of the claim amount for filing this action. We have long-term relationships with attorneys throughout the US and endeavor to keep this fee as low as possible. This fee is in addition to any commission earned on the collection by the attorney.

The fees for the service rendered by FMCA on claims sent to attorneys are reduced to:

For all Member Levels:

15% on the first \$2000.00 collected
10% on excess of \$2000.00 collected

Additional Information

Claims may be withdrawn at any time.

- If a claim is withdrawn during or at the end of the Ten Day Demand period, there are no charges.
- If withdrawn while in the process of collection, the claim is subject to normal FMCA fees.

Claims adjusted by the return of merchandise or credit by the member are subject to fees of one half of the schedule fees.

Such a claim in the hands of an attorney would be subject to full fees; however, we endeavor to negotiate with the attorney to reduce to one-half.

In the event merchandise is transferred to a warehouse or to another dealer with full payment to be made, regular rates will apply.